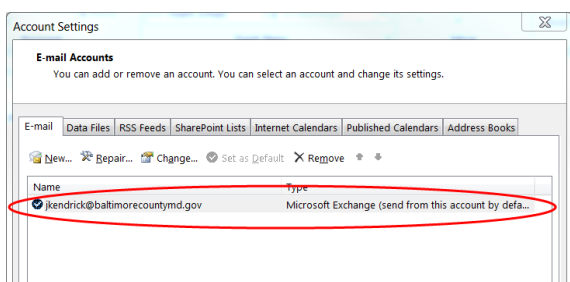


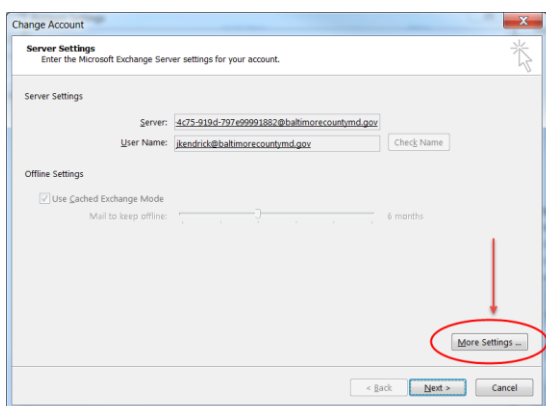
## Setting Up Access to a Faxcom Group Account

Follow these steps to setup access to a Faxcom account in Outlook 2013. (required one time for each account)

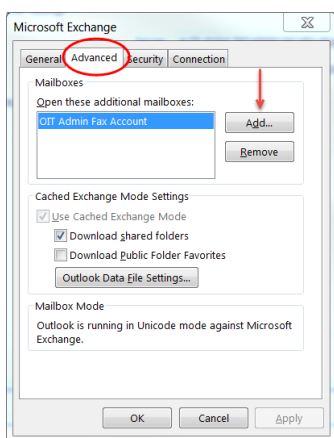
1. **Open Outlook**
2. Click the **File** tab from the ribbon.
3. Click the **Account Settings** button.
4. Select **Account Settings** from the menu.
5. **Double-Click** on your email address.



6. Click the **More Settings . . .** button.

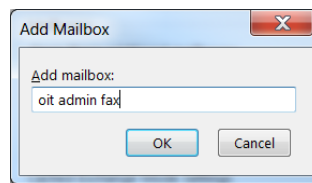


7. Click the **Advanced** tab.



8. Click the **Add . . .** button.

9. Type the **name of the existing Faxcom account** and press **OK**. (see your Faxcom welcome message for the exact name of the account)



10. Click **OK, Next, Finish** and **Close** buttons to dismiss all dialogue boxes.

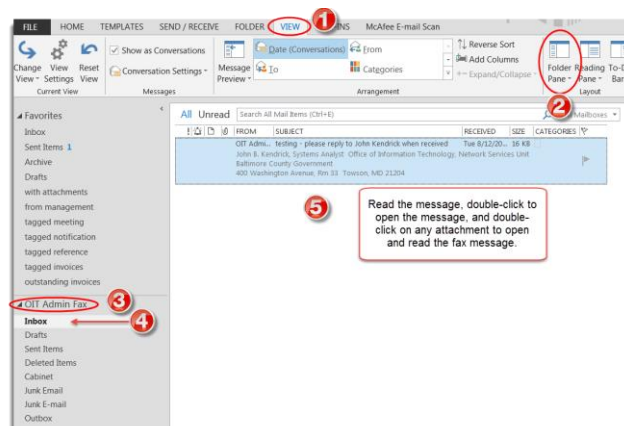
## Adding the "From" Button

One other setup item that is required for group accounts is to add the "From" button to the compose window using the below steps. (only needed one time)

1. Click the **"New Email"** button from the ribbon.
2. Click the **"Options"** tab.
3. Click the **"From"** button available from the "Show Fields" group.

## Opening a Fax Message

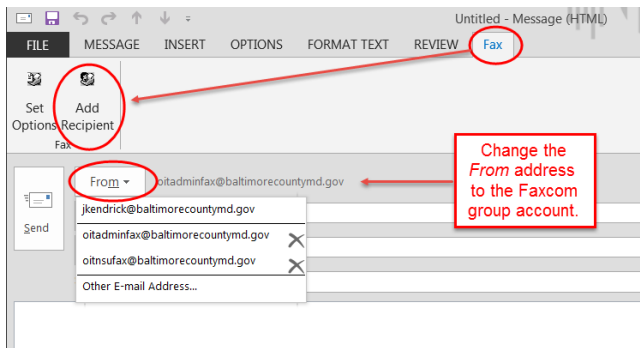
4. Display the folder pane (**View | Folder Pane | Normal**) from the ribbon.
5. Scroll to the bottom of the folder pane and **expand the Fax folder desired** (click the disclosure triangle).
6. Click the **Inbox** folder.
7. **Click on the message** desired.
8. **Read the message** and **double-click on the attachment** (if any) to open and read the fax message.



**Hint:** If you keep the Fax account expanded in the folder pane, you can periodically make a visual check of the unread message counter next to the inbox that will identify new messages as they arrive.

## Sending a Fax Message

1. **Open Outlook.**
2. Start a **new email message** (Home | New Email from the ribbon).
3. For group accounts, click the **From** button and select the faxcom account name from the list. (note: this step is not needed for individual Faxcom accounts)

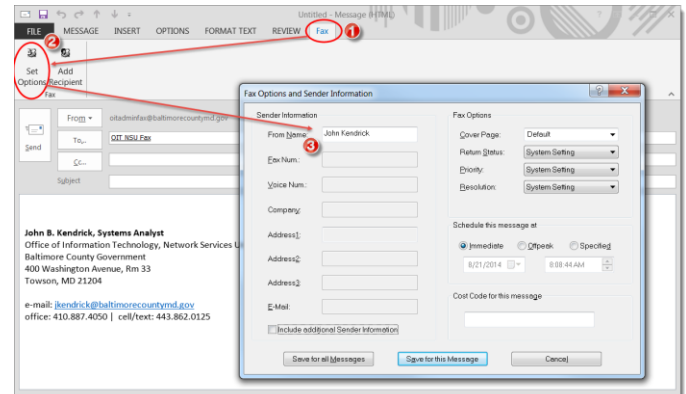


4. Click the **Fax tab** in the ribbon.
5. Click **Add Recipient** from the ribbon.
6. Add the recipient's name and fax number(required) and any other details desired in the form.
7. Click the **To** button

8. **Hint:** Check the box to *Also add to Contacts*, so this recipient is available for future messages.
9. Repeat these steps to add additional recipients as needed.

## Changing Fax Options

1. With the fax message still open, click the **Set Options** button from the ribbon.



2. **Type your name**, or other desired name for the sender.

**Hint:** Check the box at the bottom of the dialogue labeled "Include additional Sender Information" to edit the other options (not required).

3. Click **Save for this Message** button at the bottom of the Set Options dialogue box, or click **Save for all Messages** to retain the options for future fax messages.

## Finish up and Send

1. **Do Not** click inside the recipient area of the message or change it in anyway.
2. Click **Insert** and **Attach File** from the ribbon in the compose window.
3. Browse to and **select the file(s)** that you want added to the fax message, e.g. the scanned image of a printed document.
4. Enter an appropriate subject, and message content as needed.
5. Click **Send** to fax your message.

## Getting Help

To request a new Faxcom account, please direct your browser to <http://bcnet.co.ba.md.us/agencies/infotech/faxcom/> for detailed instructions.

If you need more help, please contact the OIT Service Desk at 410-887-8200.